COMPAQ

Getting Started

Compaq Presario
S and 8000 Series Computer

This guide helps you get acquainted with the features of your computer and provides solutions to problems.

Connection locations and system components may vary.

The information in this document is subject to change without notice.

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CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

Text set off in this manner represents a note with additional information relating to a topic.

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1

Setting Up the PC

Follow the steps shown in the *Quick Setup* guide to set up the PC. Read the topics in this section describing how to turn on the PC for the first time, and finish the registration process.

After registering, install any software programs that came on CDs or DVDs included in the PC box (select models only).

Turning On the PC for the First Time

1. Press the Power button on the monitor.
2. Press the Power button on the front of the PC.
3. Click an option to select your language (if applicable for your model). Click **OK**, and then confirm your selection by clicking **Yes**. Wait while the PC makes preparations. (It may take up to 30 minutes to set up the language on the PC.)
4. Set up Microsoft® Windows® by following the onscreen instructions.

Registering with Compaq

As part of the initial setup in some countries/regions, you are prompted to register the PC with Compaq (select models only). It's important to register so that you can be notified of changes and updates to the Compaq Presario.

To register, either:

- Follow the onscreen instructions during the initial setup and register as soon as you have a modem connection.

Or

- If you did not register during the initial setup of your PC, double-click the registration icon on your desktop, and follow the onscreen instructions.

Recovery CDs

Make recovery CDs for your PC now, before a need occurs. If the hard disk drive is ever damaged, or you have to replace it, you must use recovery CDs that you create to reinstall the operating system and software. Refer to "Using Compaq Recovery CD Creator" on page 6–7.

Working in Comfort

After assembling your PC, but before you begin using it, make sure the PC and your work area are properly set up to maintain your comfort and productivity. Refer to the *Safety and Comfort Guide* for important ergonomic information. To view this information either:

- Click **Start**, **All Programs**, **Compaq**, **Compaq pc tools**, and then click **Safety and Comfort Guide**.

Or

- Type *http://www.compaq.com/ergo/* into your Web Browser address box, and then press Enter on the keyboard.

2

Getting Information and Updates

Use this guide as your first point of reference, and then refer to the following documents:

- *Quick Setup* guide
- *Warranty and Support Guide*

The Compaq Web site provides answers to PC support questions. You can also press the Internet Help **?** button on your keyboard to access the built-in Help and Support Center.

When requesting PC support, include the following information in your inquiry. Write it down now for your future reference. (The serial number is on a label attached to the chassis of your PC.)

Product Name: _____

Model Name: _____

Serial Number: _____

Date of Purchase: _____

Warranty and Support Guide

The *Warranty and Support Guide* describes the Compaq commitment to repair or replace parts during the PC's warranty period and lists important Compaq telephone numbers.

3

Using the PC

The operation of your PC is controlled by two kinds of software:

- The Microsoft Windows operating system, which governs the interaction of the PC's hardware, peripherals, and software applications.
- Software applications, such as Microsoft Works, which perform specific functions.

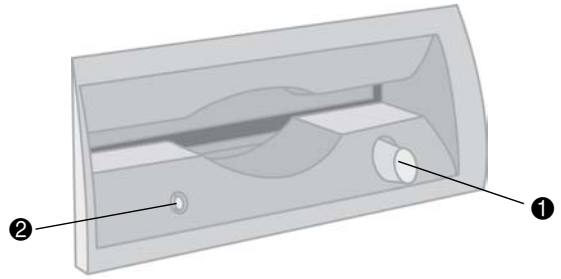
Information about using applications and Microsoft Windows is in the printed manuals and online Help. For Microsoft Windows, you can also press the Internet Help **?** button on your keyboard to access the built-in Help and Support Center.

For additional details, see Chapter 8, "Upgrading the PC."

Using the Diskette (Floppy) Drive

The diskette drive (select models only) uses a 3.5" diskette (or floppy disk) to store files. A diskette can hold up to 1.44 MB of data. Once information is copied onto a diskette, it remains until you delete or overwrite it.

- To insert a diskette, hold it with the label facing up and the arrow on the diskette pointing toward the drive; then gently push the diskette into the drive.



Inserting and removing a diskette

- To remove a diskette, press the Eject button ❶ on the diskette drive.

CAUTION: Wait until the diskette drive activity is complete (the activity light ❷ stops glowing) before removing a diskette. Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

Remove the diskette from the drive prior to shutting down Microsoft Windows.

Using the Hard Disk Drive

As you create and save files, download information from the Internet, install applications, or receive e-mail messages and attachments, your hard disk drive storage space diminishes. The amount of information you can store on your PC's hard disk drive depends on the size of the drive.

The PC comes with a hard disk drive that is preloaded with software programs and a partition within the hard disk drive that takes up a certain amount of space on the hard disk drive.

The system recovery image is in a partition area of the hard disk drive; this disk space is not available for your use.

The partition:

- Houses a backup version of the operating system and the programs included with the PC.
- Takes up about 5 GB of hard disk drive space, reducing the total amount of space available for your use.

To check the available space:

1. Click the **Start** button.
2. Click **My Computer**.
3. Click the hard disk drive you are checking, usually labeled (C:).

   The amount of free space is listed in the Details area.

To learn how to perform maintenance tasks for the hard disk drive, such as uninstalling unneeded programs or defragmenting the hard disk drive, go to "Preventive Maintenance" on page 5–2.

Using a CD or DVD Drive

Your PC may have one or two optical drives, depending on the model you purchased.

Comparison of Drives and Actions

Allows you to	CD-ROM	CD-RW	DVD-ROM	DVD+RW/+R
Play CDs, CD-Rs, and CD-RWs	•	•	•	•
Write/Re-write music or data onto a CD		•		•
Play DVDs			•	•
Create DVDs				•

DVD-ROM and DVD+RW/+R drives take longer to begin playback than CD drives because they must determine the type of media being played.

A DVD+R disc is compatible with more DVD set-top players than a DVD+RW disc.

Using a Combo Drive

Some PCs have a combination drive (known as a combo drive), which combines the functions of two drives into one. These drives feature either a DVD+RW/+R drive and a CD-RW drive, or a DVD-ROM and a CD-RW drive.

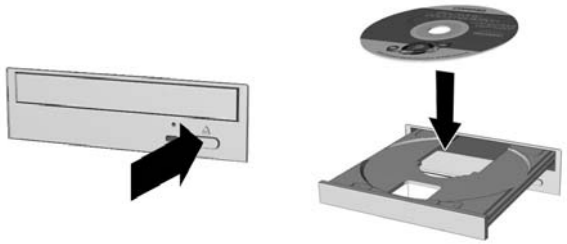
If you insert:

- A software program CD, it is available for use.
- A music CD, a window opens for the program that plays CDs. See "Playing Music" on page 3–8.
- A DVD movie, the Video window and InterVideo WinDVD Player control panel open. See "Playing a Movie" on page 3–8.
- A blank CD-R or CD-RW disc, use RecordNow CD/DVD Writer to copy audio or data files.
- A blank DVD, a program opens for you to use to record to the disc. See "Recording with the DVD Writer Drive" on page 3–17.

Inserting and Removing a CD or DVD Disc

Your PC must be turned on before you can insert or remove a CD or DVD disc.

1. Press the Load/Eject button.



Inserting a CD or DVD disc

2. Carefully lift the disc from the disc case. Hold the disc by the edges and the center hole only, to avoid touching the surface.
3. Place the disc, label side facing up, into the round area of the tray. Be sure that the disc lies flat in the tray.
4. Press the Load/Eject button.

To remove the disc, press the Load/Eject button to open the drive.

Playing Music

1. Insert a CD or DVD disc.
2. Wait for the disc to start playing. If the disc does not play automatically, follow the onscreen instructions.
3. When you are finished listening, press the Load/Eject button to open the drive tray.

Playing a Movie

You can play a DVD movie only in a DVD-ROM or DVD+RW/+R drive.

1. Insert a DVD disc.

For best performance, close all other programs before playing a DVD movie.

2. Wait for the DVD to start playing automatically. If it does not, follow these steps.
   a. Click the **Start** button on your Windows desktop.
   b. Choose **All Programs**, **InterVideo WinDVD Player**, and then **InterVideo WinDVD 4**.
   c. Click the **Play** button to start the movie.
3. Press the Load/Eject button to eject the DVD from the drive when you are finished.

Playing Video CDs

VCDs (video compact discs) can be played in a PC that has a CD or DVD drive by using InterVideo WinDVD or Windows Media Player programs.

The InterVideo WinDVD program is included only with PC models that have a DVD drive.

To play the VCD with InterVideo WinDVD:

1. Insert the VCD into your CD or DVD drive.
2. Click **Start**.
3. Choose **All Programs**, **InterVideo WinDVD Player**, and then click **InterVideo WinDVD 4**. The VCD Player control panel opens, and the VCD starts to play.

If the VCD is dual-language, see "Playing Dual-Language Video CDs" on page 3–10 to select a specific language.

To play a VCD with Windows Media Player:

1. Insert the VCD into your CD or DVD drive.
2. Click **Start**.
3. Choose **All Programs**, and then click **Windows Media Player**.
4. Click the **File** menu, and then click **Open**.
5. Click the drop-down arrow next to the *Look In* window, and then select the drive that has the VCD.
6. Double-click the **MPEGAV** folder. If nothing appears in the folder, select **All files** from the *Files of type* drop-down list.

7. Select the file, and then click **Open**. Your VCD begins playing.

If the VCD is dual-language, see "Playing Dual-Language Video CDs" on page 3–10 to select a specific language.

Playing Dual-Language Video CDs

If you have a dual-language VCD, you must select the language you want to hear, or both languages play at the same time.

To select a language:

1. Start the VCD as described in "Playing Video CDs" on page 3–9.
2. Double-click the **Volume** icon on the taskbar.
3. Under Volume Control Balance, move the slider bar all the way to the right or to the left, depending on the language you want to hear.
4. Close the Volume Control window.

If you change the Volume Control Balance setting on your PC to hear a specific language on a VCD, sound comes from either the left or right channel (speaker). After the VCD is finished, to hear sound from both speakers again, double-click the **Volume** icon on the taskbar and then move the Balance slider bar back to the center.

Recording with the CD-RW Drive

Compaq provides CD burning software (select models only) to assist you with creating CDs.

Uses of the CD-RW Drive

You can create	To
An audio CD	Create personal music CDs with your favorite music tracks and MP3/WMA files.
A data CD	Store data from files or folders on your hard disk drive or write files directly to a CD-R and CD-RW.
A copy of a CD	Create a copy of a CD or a backup of data files.
Jewel case inserts and labels	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

It is recommended that you use a CD-R disc if you are going to play it in a CD player, CD-ROM, DVD-ROM, or DVD+RW/+R drive. CD-R discs are compatible with more players than are CD-RW discs.

Creating a Music CD

RecordNow CD/DVD Writer (available on select models) creates *closed session* music CDs. This means that you must record all music files for a disc in one recording session. Music files can be recorded repeatedly on a rewriteable CD-RW, but all previously recorded files must first be erased. To erase a recorded CD-RW disc, insert the disc, open RecordNow CD/DVD Writer, and then click the **Erase** button. CD-R discs cannot be erased.

1. Click **Start**, choose **All Programs**, **RecordNow CD/DVD Writer**, and then click **RecordNow**.
2. Click **Make a Music Disc**.
3. Select an option:
   - ❑ **Make a Music Disc from Audio Files** — Creates a music disc from MP3, WMA, or WAV files on your hard disk drive. Continue with step 7.
   - ❑ **Make a Music Disc from other CDs** — Create a new music disc from tracks taken from your music disc collection. Continue with step 4.
   - ❑ **Make a Disc for an MP3 Player** — Create a disc specifically for MP3 players. Follow the onscreen instructions.
4. Insert a music CD, and click **Next**.
5. Select the music tracks to record, and then click **Add**.

6. Click **Finish** when you have added all the audio files to your music CD project.
7. Insert a blank CD-R or CD-RW disc, and then click **Next**.

   If you are recording music files from another CD, follow the onscreen instructions to finish recording; otherwise, continue with step 8.
8. Select music files from the *Music on System* window or use the **Browse** button, and then click **Add**.
9. Click **Next** to record the files.

Creating a Data CD

You can record data to blank or appendable CD-R or CD-RW discs in different ways: With RecordNow CD/DVD Writer or using the DLA (drive letter access) program.

The DLA program is not preinstalled on your PC, but you can get it from the Hewlett-Packard Web site; see "Installing DLA software" on page 3–14.

1. Click **Start**, choose **All Programs**, **RecordNow CD/DVD Writer**, and then click **RecordNow**.
2. Click **Make a Data Disc**.

3. Insert a blank or appendable CD-R or CD-RW disc into the drive, and then click **Next**.
4. Click **Add Files and Folders**.
5. Select the files you want to record, and then click **Add**. Repeat this step until you are finished adding files.
6. Click **Next**, and then click **OK**.
7. Click **Done** when the recording is finished.

Installing DLA software

The Drive Letter Access (DLA) software is not preinstalled on your PC.

DLA allows you to use your CD Writer drive or DVD Writer drive (on select models only) as you would a diskette drive, by copying files to disc or by using a drag-and-drop method.

To get and install the DLA program:

1. Go to the Web site: http://www.hp.com/cposupport

   Click **Choose your language and country/region** to select the appropriate language, if necessary.

2. Type your PC model number into the Search box.
3. Click **drivers and downloads** for your model. Click **applications**, if it is present.
4. Choose **DLA**, and then follow the onscreen instructions to download and install the program.

Recording with DLA

Format a blank CD or DVD before copying files directly to the disc. If you don't, a message appears telling you to format the disc or telling you that your drive is not accessible.

1. Press the Eject button on the drive, and insert the blank disc.
2. Click **Start**, and then click **My Computer**.
3. Right-click the drive icon, and select **Format**.
4. Under Volume Label, type in the title of the disc.
5. Under Format type, select **Full** or **Quick (erase)**. You must select the quick format for all CD-R or DVD+R discs. You must select the full format for a CD-RW or DVD+RW disc the first time you format it.

Full format can take up to 45 minutes. Quick format usually takes less than a minute.

6. Click **Start** to format the disc.
7. Click **Yes** to the message that all files on the disc will be erased.
8. Click **OK**.

When the disc formatting is complete, you can copy your files directly to the disc in My Computer by:

- Dragging a file from a Windows Explorer window to your drive icon.

Or

- Selecting **Save As** from within some programs, and then saving the file to your drive.

Or

- Right-clicking a file, selecting **Send To**, and then selecting your drive.

After you record your files, if you want to read the DLA-formatted disc on most other CD-ROM drives, you must make the disc compatible: Insert your disc into your drive, right-click the DVD Writer drive icon or the CD Writer drive icon, and then select **Make Compatible**.

The Make Compatible feature in DLA makes uncompressed CD-R and DVD+R discs readable by most read-only CD or DVD drives, even if DLA is not installed in the PC. When you make a disc compatible, DLA closes the session on your disc. This means:

- With a DVD+R, you are not able to add data to the disc.
- With a CD-R, you are able to add more data in another recording session, but you need to select **Make Compatible** again after you add the files.

Recording with the DVD Writer Drive

The DVD Writer drive, available on select models only, plays movie DVDs and music CDs, reads data CDs and DVDs, and records files to DVD+RW, DVD-R, CD-R, and CD-RW discs.

There are two types of DVD disc drives: DVD+RW/+R and DVD-R/RW. DVD-R, DVD-RW, and DVD-RAM discs do not work in the DVD+RW/+R drive.

If your PC has a DVD Writer drive, a printed guide is included.

Maintaining the CD or DVD Drive

Keep the following guidelines in mind:

- Do not move the drive while it is operating.
- Avoid exposing the drive to rapid changes in temperature.
- If the drive is exposed to sudden change in temperature, wait one hour before turning off the PC.
- Avoid exposing the drive to high temperatures or humidity, direct sunlight, or mechanical vibrations.
- Clean the panel and controls with a soft, dry cloth.
- Never spray cleaning fluids into the drive.
- Unplug the PC if any liquids or objects fall into the drive.

Using Speakers

Your PC may or may not include a set of stereo speakers or a subwoofer. For details on connecting the speakers to the PC, see the *Quick Setup* guide.

Your PC may support a multi-channel audio system. This type of audio system is a powered system (has a power button) with more than two channels and may include a subwoofer. For example, 6 speaker mode (for 5.1 channels) uses two front speakers (left-right), two rear speakers (left-right), a center speaker, and a subwoofer.

A stereo speaker system is a 2-channel system that can be passive (no power button) or powered.

Your PC only supports powered (active) Compaq speaker systems. The speakers must have their own power cord.

For information on adjusting the sound level, refer to "Adjusting the Speaker Volume" on page 3–22.

Using Multi-Channel Audio Speakers

If your PC has the multi-channel audio speakers option (select models only), you can connect four channels (speakers) or six channels.

To use a multi-channel audio system with more than two channels, you need to connect the speakers to your PC and configure them for sound output.

Connecting a Multi-Channel Speaker System to the PC

1. Turn off the PC.
2. Connect the three speaker plugs to the connectors on the back of the PC.

Connect speaker plugs	To PC back connector	Connector icon
Front speakers	Audio Out (lime-green)	OUT
Rear speakers	Audio In (blue)	IN
Center/subwoofer speakers	Mic-1 (pink)	

3. Turn on the speaker system.
4. Turn on the PC.
5. Configure the audio output for the multi-channel system with the Multi-Channel Sound Manager.

Configuring the Multi-Channel Sound Manager

1. Click **Start**.
2. Choose **All Programs**.
3. Choose **Multi-channel Sound Manager**, and then click **Multi-channel Sound Manager** again.
4. Click the **Speaker Configuration** tab.
5. Select the option describing the number of speakers in your system, for example, **6 speaker mode (for 5.1 channels)**.

To test a speaker, click the **Speaker** tab and then click the speaker.

6. Click **OK**.

Configuring Multi-Channel Audio Output for the DVD Player

WinDVD is set up for two-speaker (stereo) output. To hear all speakers with multi-channel DVD movies, change the audio properties for WinDVD to match your speaker configuration (if your PC supports more than two channels).

1. Insert a DVD, or start InterVideo WinDVD Player.
2. Right-click anywhere in the WinDVD window, and then click **Setup**.
3. Click the **Audio** tab.
4. Click the option for the number of speakers to match your multi-channel speaker system.
5. Click **Apply**.

To test the speaker, click the **Test** button. The WinDVD control panel shows the speaker number being used. Click **Stop**.

6. Click **OK**.

If you want to play a DVD in stereo, change the audio properties of WinDVD to match the stereo speaker setup.

Using the Microphone with Multi-Channel Audio

The multi-channel speaker system (on select models only) connects to the PC using the Microphone, Audio (Line) In, and Audio (Line) Out connectors on the back of the PC.

Your PC may have another microphone on the front of the PC. If present, this microphone is ready to use and does not affect the use of the multi-channel audio system.

If your PC has a multi-channel speaker system, to use the microphone connector on the back of the PC, you must disconnect the multi-channel speakers system and change the audio configuration to a 2-channel system. Use the procedure in "Configuring the Multi-Channel Sound Manager" on page 3–20 to set the audio configuration.

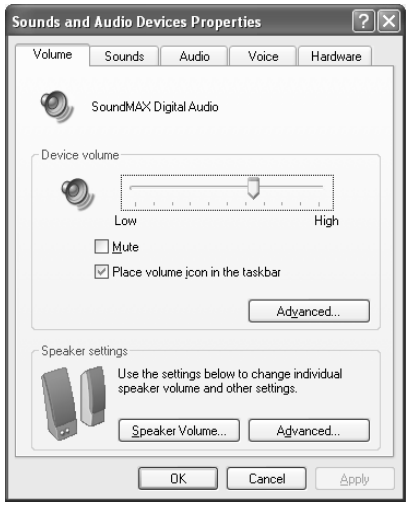
Adjusting the Speaker Volume

You can adjust the speaker volume by using the:

- Volume knob or buttons on the keyboard.
- Volume knob on the speakers (select models only).
- Volume icon on the task.
- Control Panel.

To adjust the speaker volume from the Control Panel:

1. Click the **Start** button on the Windows taskbar.
2. Click **Control Panel**.
3. Click **Sounds, Speech, and Audio Devices**, if it is present.
4. Double-click **Sounds and Audio Devices**.
5. Make adjustments to the device and speaker volume levels.



6. Click **Apply**, and then click **OK**.

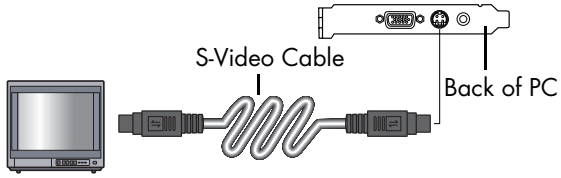
Connecting the PC to a Television

Your PC has TV-out capability, which means you can connect it to a television to view the PC image on a TV. With the TV-out feature, you can view the PC image, watch DVD movies (if you have a DVD drive), or play games on your TV.

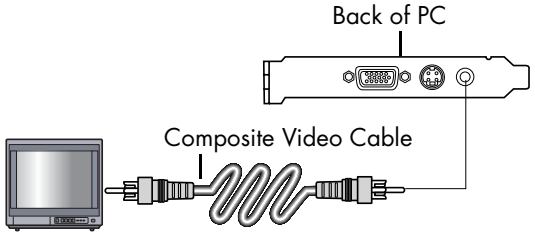
To connect a TV to the PC, you may need a video cable and an audio cable. The type of video cable depends on your TV. If your TV has an S-Video jack, you need an S-Video cable. If your TV has a composite video jack, you need a composite video cable and, depending on the jacks on the back of your PC, an S-Video adapter cable.

Connecting to a TV Set

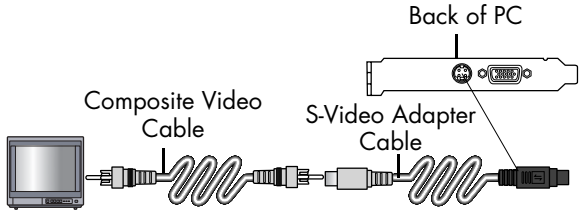
1. Turn off the PC.
2. Connect the TV cable using one of the following scenarios, depending on the connection jacks on your TV:
   - ❏ If your TV has an S-Video jack, connect an S-Video cable from the S-Video In jack on the TV to the S-Video jack on the back of the PC.



- If your TV has a composite video jack and your PC has a composite video jack, connect a composite video cable to the Video In jack on the TV to the composite video jack on the back of the PC.



- If your TV has a composite video jack and your PC has only an S-Video jack, connect a composite video cable to the Video In jack on the TV and to an S-Video adapter cable. Connect the S-Video adapter cable to the S-Video jack on the back of the PC.



The S-Video adapter cable is only needed if there is no composite video jack on the back of the PC.

3. Connect audio cable: To have sound come from your TV and not from your PC, plug an audio cable into the Audio input jack (Line In) on the TV and then plug the other end into the Line Out jack (lime green connector) on the back of the PC.

Viewing the PC Image on TV

The type of video card on your PC determines how the computer selects the TV-out option. Some options and menus in this procedure may be different for your PC.

1. Make sure the video and audio cables are connected before you turn on the TV and the PC.
2. Turn on the TV. Press the Video/TV button on your remote control to select the Video setting, not the TV setting.
3. Turn on the PC.
4. When the Windows desktop appears, right-click an empty area of the desktop.
5. Click **Properties**.
6. Click the **Settings** tab.
7. Click the **Advanced** button.
8. Click the **nView** tab, if available, and under *nView Modes* select **Clone** to view the computer image on your monitor and your TV simultaneously.

You can view the computer image on just the TV. Under nView Modes, select **Standard [nView disabled]**, click the **Device Settings** button, choose **Select Output Device**, and then select the **TV** option.

9. Click the **OK** button, and then click **OK** again.
10. When the PC image appears on the TV screen, click **Yes** to keep the setting. You have 15 seconds to accept this new setting before it reverts to the previous setting.

Disabling the TV Option

When you want to disconnect the TV from the PC, you may need to disable the TV option to return your PC display to its original resolution.

To disable the TV option:

1. Right-click an empty area of the screen.
2. Click **Properties**.
3. Click the **Settings** tab.
4. Click the **Advanced** button.
5. Click the **nView** tab, if available, and under *nView Modes* select **Standard [nView disabled]** option.

If you viewed the computer image on just the TV, do the following: with **Standard [nView disabled]** selected under *nView Modes*, click the **Device Settings** button, choose **Select Output Device**, and then select the **Analog Display** option.

6. Click the **OK** button, and then click **OK** again.
7. When the PC image appears on the PC screen, click **Yes** to keep the setting. You have 15 seconds to accept this new setting before it reverts to the previous setting.

Disconnecting the TV

1. Disable the TV option. See "Disabling the TV Option" on page 3–27.
2. Turn off the TV and the PC.
3. Remove the video cable at the TV and the PC.
4. Remove the audio cable at the TV and the PC.
5. Reconnect your PC speaker cable to the Line Out jack (lime green connector) on the back of the PC.

Using the Mouse

Your PC includes a mouse for directing the cursor on the Windows desktop. Use the mouse on a flat surface.

The mouse has three parts on the top. Click the left mouse button ❶ to position the cursor or to select an item (double-click to open an application or file). Use the center wheel button ❷ to scroll through a document, or use it to activate the autoscroll feature. Click the right mouse button ❸ to display a menu of commands available for the item you clicked.

You can change the function of the left and right buttons for left-handed use. Refer to "Switching Mouse Button Functions" on page 3–31.

Your PC includes one of the following mouse types:

Mouse Types

Mouse	Functions
Scroll mouse	Uses left and right function buttons and a scroll wheel.
Optical mouse	Available with select models, this mouse provides the same functions as the scroll mouse, but it uses an optical sensor instead of a mechanical ball to determine the position of the cursor on the screen. Use the optical mouse on a mousepad or a white sheet of paper underneath. Using it on a glass or see-through surface inhibits the ability of the sensor to track the cursor. Avoid using the mouse on a reflective surface such as a mirror or shiny metal disk or wood grain surface. This may cause tracking problems. If your mouse does not function properly, see the troubleshooting section "Optical Mouse" on page 7–23.
Wireless mouse	Available with select models, this mouse provides the same functions as the optical mouse, but it uses a receiver unit to communicate with your PC instead of a connector cable. If your mouse does not function properly, see the troubleshooting section "Wireless Mouse" on page 7–24.

Switching Mouse Button Functions

To switch the functions of the right and left mouse buttons:

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**, if present.
4. Double-click **Mouse**.
5. Check "Switch primary and secondary buttons" on the **Buttons** tab.
6. Click **Apply**, and then click **OK**.

Scrolling with the Mouse

Moving through a document or Web site with the scroll wheel is faster than using the scroll bar. Use the scroll wheel to:

- Scroll forward or backward through a document or Web site by turning the scroll wheel forward or backward.
- Autoscroll by pressing down on the scroll wheel until it clicks (an autoscroll icon displays on your desktop). Move the mouse to scroll in the desired direction. The farther you move the cursor from the starting point icon, the faster the scrolling occurs. To stop autoscrolling, press any mouse button.

Autoscrolling does not work with some software.

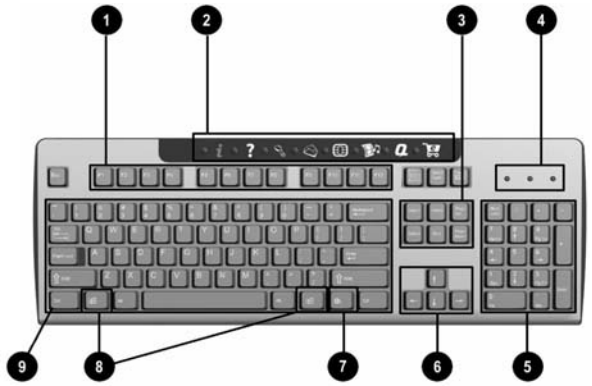
Panning with the Mouse

1. Press and hold down the wheel button.
2. Slowly move the mouse in the direction you want to pan. The farther you move the pointer from the starting point, the faster the document pans.
3. To stop panning, release the wheel button.

Using the Compaq Keyboards

The keyboard has an arrangement of standard keys and special buttons. The illustration shows an example of the location of the keys and buttons. The number and location of keys or buttons on your keyboard may vary from the illustration.

A wireless keyboard functions the same as other keyboard types, except it uses a receiver unit to communicate with your PC instead of a connector cable.



Compaq Internet Keyboard Components

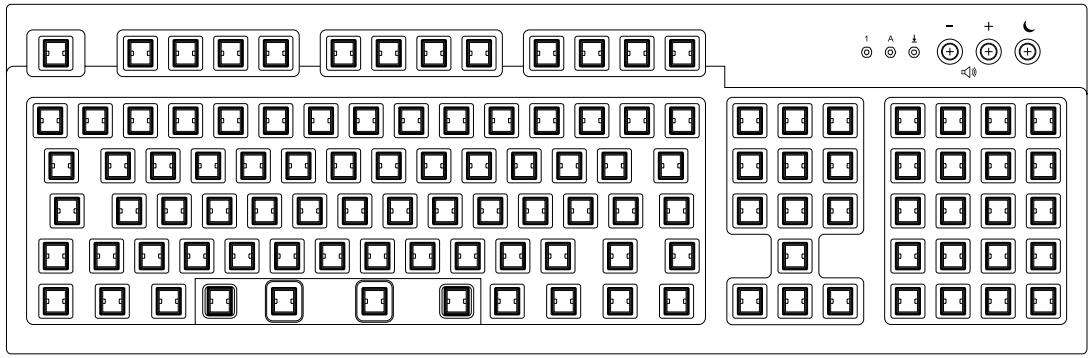
❶	Function keys	Perform special functions, depending on the software application being used.
❷	Internet buttons	Provide access to your favorite Web sites, services, and applications. (Not available on all keyboards.)
❸	Edit keys	Insert, Home, Page Up, Delete, End, and Page Down.
❹	Status lights	Indicates status of the PC and keyboard settings, labeled: ■ Num Lock or 1 ■ Caps Lock or A ■ Scroll Lock or down arrow The wireless keyboard has two additional status lights for indicating a low battery level for the keyboard and mouse.
❺	Numeric keys	Works like a calculator keypad.
❻	Arrow keys	Navigate through games or through a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.

Compaq Internet Keyboard Components (Continued)

❼	Application key*	Opens pop-up menus (like the right mouse button) in a Microsoft Office application. May perform other functions in other software applications.
❽	Windows logo keys*	Open the Start menu in Microsoft Windows. Used in combination with other keys to perform other functions.
❾	Alphanumeric keys	Work like standard typewriter-style keys.

*Keys available in select geographic countries/regions.

Some keyboards do not have the Internet buttons and use a different layout on the top right.



The **+** and **–** keys adjust the speaker volume. The key labeled with the moon icon places the PC into Standby mode. The LEDs are status indicator lights.

Using the Internet Buttons

The Internet Buttons make accessing your favorite Web sites, services, and applications easier and faster.

Several Internet Buttons are programmed to default to an Internet Web site when pressed. However, until you set up your Internet Service Provider (ISP), the buttons take you to a window that guides you through the ISP setup process.

Internet Buttons

❶	Internet	Connects you to a customizable Web page filled with local weather, news, sports, and financial information.
❷	Help	Takes you to the Help and Support Center, providing information and support links your PC and PC-related peripherals.
❸	Search	Accesses a Web site that helps you locate news and information on the Internet.
❹	E-mail	Starts your e-mail application.
❺	Offers	Launches an online community experience with chat, discussion boards, clubs, and more.
❻	Entertainment	Connects you to the world of entertainment, featuring music downloads, streaming video, Webcasts, entertainment news, and reviews.

Internet Buttons (Continued)

❼		My Presario	Takes you to the My Presario Club Web site, featuring a variety of discounts, promotions, and how-to information.
❽		Shopping	Provides an instant connection to your PC store and a variety of leading consumer companies.

✎ Internet Button functions and icons may vary by model and by country/region.

Customizing the Internet Buttons

Internet Buttons can be reprogrammed to open any software application or data file on your hard disk drive, or any Internet address.

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**, if it is present.
4. Double-click **Keyboard**.
5. On the Buttons tab, double-click the button you want to change.
6. Choose the button capability.
7. Enter a Display label.
8. Enter the URL address.

   You can use the Favorites button to select a URL from the Favorites list in Internet Explorer.

Clicking the Restore Defaults button on the Button tab restores all of the Internet Buttons to the factory settings.

9. Click **OK**.
10. On the Buttons tab, click **Apply**.
11. Repeat steps 5 through 10 for other buttons.
12. Click **OK** when you are done.

Modifying Monitor Display Properties

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click **Appearance and Themes**.
4. Click **Change the Screen Resolution**.
5. Click and drag the **Screen Resolution** slide control on the Settings tab.

   Moving the slide toward **Less** increases the size of text on your screen. Moving the slide toward **More** decreases the size of text.
6. Click **Apply**.
7. Click **OK**.

Some PC models can connect to more than one display device (CRT monitor, flat panel monitor, TV). To switch the display of the PC desktop from one display device to another, press Alt+F5. Each time you press Alt+F5, the desktop switches to the next device. If Alt+F5 does not work, restart the PC.

Turning Off the PC

1. Close any open software programs by clicking the in the upper-right corner of each window.
2. Click **Start** on the taskbar.
3. Click **Turn Off Computer**.
4. Click **Turn Off**.
5. Turn off the monitor.

For information on alternatives to turning off the PC, see "Saving Energy" on page 3–42.

Printing

You can print text and graphics from most applications and Internet sites if you have a printer connected to your PC and the necessary software installed for the printer.

For information on connecting a printer to your PC, see the setup documentation for the printer.

1. Click **File** on the menu bar.
2. Click **Print**.

3. Select your printing options.
   - ❏ Select the printer.
   - ❏ Choose the page range (for example, all pages, current page, range of pages).
   - ❏ Determine the number of copies.
   - ❏ Select all, odd, or even pages in a range.

   The Print dialog box varies from application to application.

4. Click **OK**.

Saving Energy

As an alternative to shutting down the PC, you can conserve energy by putting the PC into standby and then hibernation by setting the power management timers. You can also determine when your monitor and hard disk drive turn off.

The Microsoft Power Management System on your PC provides some pre-set power schemes to assist you with conserving energy. You can use these or set your own, as described in "Setting Automatic Standby or Hibernation Mode" on page 3–45.

Standby Mode

When the PC is in standby mode, it goes into a low-power state and the monitor is blank. The next time you use the PC, any programs, folders, and documents that were open before you put the PC into standby are available again.

Standby mode also allows faxes to come through to the PC, and it enables the PC to automatically retrieve e-mail messages and download information from the Internet, if you have programmed the PC to do so.

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Click **Stand By**.

To wake from standby, move the mouse or press a key on the keyboard. If the PC does not work properly when you wake it from standby, reset the PC: Press and hold the Power button on the front of the PC for approximately 5 seconds until the system turns off, and then turn the PC back on.

Using the Power button to reset the system is not recommended and should be used only as a last resort.

Hibernation Mode

Going into hibernation mode, the PC saves everything in its memory to the hard disk drive, turns off the monitor and the hard disk drive, and then turns itself off. When you turn on the PC again, everything (programs, folders, and documents) is restored to the screen.

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Press and hold the Shift key on the keyboard, and click **Hibernate**.

If Hibernate is not present, you can set up your PC for hibernation; refer to "Setting Automatic Standby or Hibernation Mode" on page 3–45.

4. To use the PC again, press the Power button on the front of the PC.

If the PC does not work properly when you wake it from hibernation, restart the PC:

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Click **Restart**.

Setting Automatic Standby or Hibernation Mode

1. Click **Start** on the taskbar.
2. Click **Control Panel**.
3. Click **Performance and Maintenance**, if it is present.
4. Double-click **Power Options**.
5. Click the **Hibernate** tab. The hibernation check box should be checked. Click to check, if necessary, and then click **Apply**.
6. Click the **Power Schemes** tab.
7. Select a power scheme from the drop-down list in the Power Schemes box.
8. Choose the settings:
   - ❑ To turn on auto-standby for the PC, click a time (such as **After 20 mins**) in the System standby list.
   - ❑ To set the timer for auto-hibernation, click the time to elapse before hibernation (such as **After 1 hour**) in the System hibernates list.

If both standby and hibernation timers are set, the system hibernation timer must be set for a longer time than the system standby timer.

9. Click **Apply**, and then click **OK**.

4

Using the Internet

The Internet is a global, interlinked network of PCs allowing you to connect your PC with others throughout the world. You can send and receive e-mail, find information on the World Wide Web, and access many other services.

The Basics

Before you begin surfing the Internet, ensure that your PC modem phone line or broadband cable is connected, as shown in the *Quick Setup* guide included with your PC.

Next, establish an Internet Service Provider (ISP) account. On certain models, Compaq provides a selection of ISPs for you to choose from; check your Windows desktop.

What Is the Internet?

The Internet is a shared network of PCs that transmit data and make the electronic exchange of information possible. Documents are stored on servers (specialized PCs) on the Internet.

Many of these documents are Web pages, part of the interlinked World Wide Web. They use Hypertext Transfer Protocol (HTTP) to deliver information in a format readable by your Web browser. Millions of documents, pictures, software files, and entertainment files are available on the World Wide Web.

What Is a Hyperlink?

Imagine you're reading a newspaper. On page 1, you may read something like "For more details, see page 3, column 2."

A hyperlink on a Web page works the same way, except that the jump to related information occurs electronically, with a click of the mouse to launch the hyperlink. You can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Web Browsers

A Web browser like Microsoft Internet Explorer lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page — your starting point for exploring the Web.
- Search engine — an application that searches for Web information you request.
- Bookmarks/Favorites — a list of Internet addresses you often visit.
- History list — a list of Web sites you have visited recently.

E-mail

E-mail (electronic mail) allows you to send letters, pictures, postcards, even music and video clips, to anyone instantaneously.

Outlook Express is the e-mail program that comes with your PC. You can use other e-mail programs, like AOL and Yahoo! Mail, if you wish.

Setting Up Microsoft Outlook Express E-mail

1. Press the E-mail ✉ button on the keyboard.

If the Internet Connection Wizard starts, Outlook Express is not yet configured, and you must go through the configuration process. Contact your Internet Service Provider (ISP) for the proper configuration settings.

2. Click the **Send and Receive** button on the toolbar.
3. If you are prompted for a password, type it in.
4. Click **Remember Password**.
5. Click **OK**.

Sending an E-mail

1. Press the E-mail ✉ button on the keyboard.
2. Click the **Create Mail** icon.
3. Type the recipient's e-mail address in the *To* box.
4. Type the subject of your message in the Subject box.
5. Type your message in the message window.
6. Click **Send**.

E-mail addresses contain no spaces and have a period after the server name. Dashes and underscores may be used. Capital letters may be required. Confirm e-mail addresses with recipients prior to sending.

Reading E-mail Messages

Your ISP receives e-mail messages for you automatically, even when your PC is shut down. The ISP then stores your messages until you connect to the Internet and then open your e-mail program and read them.

1. Press the E-mail button on the keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper-right corner of the window to close the e-mail, or press the Delete key on the keyboard to delete the message.

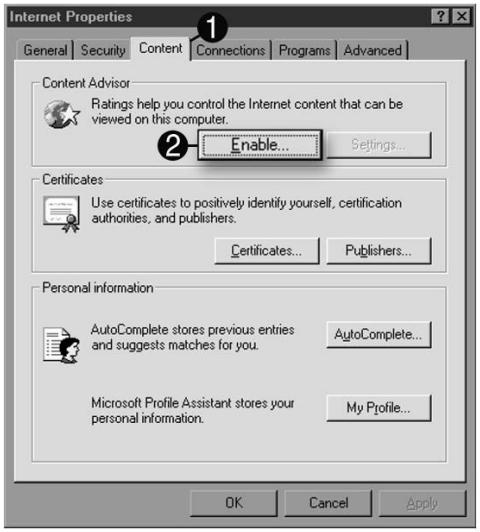
Restricting Internet Content

The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.

With Content Advisor, you can:

- Control Internet access.
- Set up a password.
- Set up a list of Web sites that people who use your PC cannot view.
- Adjust the type of content people can view with or without your permission.

1. Click **Start** on the taskbar, and then click **Control Panel**.



2. Double-click **Network and Internet Connections**, and then click **Internet Options**.
3. Click the **Content** tab ❶.
4. In the Content Advisor area, click **Enable** ❷.
5. On the Ratings tab, click a category in the list, and then click and drag slider bar until the rating level is set to the limit you want to use.
6. Repeat this process for each category you want to limit, and then click **Apply**, and then click **OK**.
7. Type a password in the Password box and the Confirm password box, and then click **OK**.

After the initial setup, if you later want to change the settings, click **Settings** instead of Enable. The Enable button works as a toggle to turn the Content Advisor on and off.

5

Maintaining the PC

Routine Maintenance Guidelines

Keep the following in mind when you are setting up or using your PC:

- Operate the PC on a level surface.
- Keep at least 3 inches (8 cm) of space between the back of the unit and any cabinet or wall.
- Keep at least 3 inches (8 cm) of space between the top of the monitor and any cabinet.
- Never block vents or air intake areas for the PC or monitor.
- Never operate the PC with the cover or side panel removed.
- Keep the PC away from excessive heat, cold, moisture, and direct sunlight.

- Keep liquids away from the PC and keyboard.
- Turn off the PC before you:
  - ❏ Wipe the exterior with soft, damp cloth
  - ❏ Clean the air vents

Preventive Maintenance

Preventive maintenance is essential for keeping your PC in good working condition. A few basic tasks include:

- Creating backup files.
- Deleting unwanted files.
- Defragmenting your hard disk drive.
- Running virus scan software.

It is recommended that you back up files and defragment your hard disk drive at least monthly. If you use your PC a great deal, you may want to perform these tasks more frequently.

Uninstalling Programs

1. Click **Start**.
2. Click **Control Panel**.
3. Double-click **Add or Remove Program**.
4. Click the **Change or Remove Programs** icon on the left of the screen, if not already selected.
5. Select the program to uninstall.
6. Click the **Change/Remove** button, and then follow the onscreen instructions.

Removing Desktop Icons

You can remove most desktop icons from your display by either deleting them or moving them to an unused icons folder. To delete a desktop icon, right-click the icon and select **Delete**.

⚠ **CAUTION:** You should not delete any unfamiliar desktop icon. If in doubt, do not delete it. Instead, follow the steps to move desktop icons to the Unused Desktop Shortcuts folder.

To move desktop icons to the Unused Desktop Shortcuts folder:

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Appearance and Themes**.
4. Click **Display**.
5. On the Desktop tab, click **Customize Desktop**.
6. Under Desktop cleanup, click **Clean Desktop Now**.
7. Follow the onscreen directions to remove unused desktop icons.

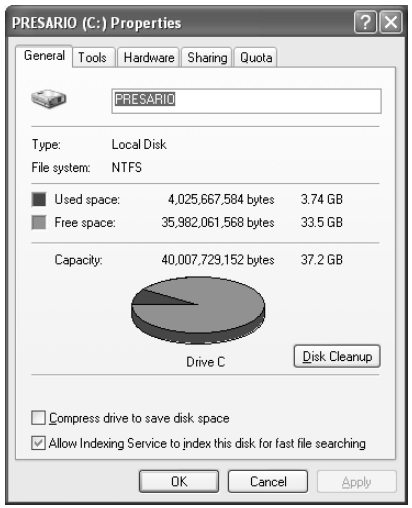
You can return desktop icons to your desktop by opening the Unused Desktop Shortcuts folder on your desktop and dragging an icon onto the desktop.

Cleaning Up the Hard Disk Drive

As you use your PC and store files, the hard disk drive begins to fill up and get cluttered, affecting performance. To prevent this, you can delete files that you are not using.

⚠ **CAUTION:** You should not delete any unfamiliar files. If in doubt, do not delete it.

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to clean up.
5. Click **Properties** on the pop-up menu.
6. On the General tab, click **Disk Cleanup**.



7. Click the types of files you want to delete.
8. Click **OK**.

Emptying the Recycle Bin

After you delete files from the hard disk drive, they are sent to the Recycle Bin. You can retrieve files that are sent to the Recycle Bin as long as you have not emptied it.

Once you empty the Recycle Bin, your files are permanently deleted.

1. Double-click the **Recycle Bin** icon on your Windows desktop.
2. On the File menu, click **Empty Recycle Bin** to delete all files.
3. Click **Yes** to confirm the deletion.

Scanning the Hard Disk Drive

You can scan the hard disk drive to search for and repair errors.

Your PC may not have the ScanDisk application installed.

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to check.

5. Click **Properties**.
6. On the Tools tab, click the **Check Now** button.
7. Select the disk check options you want to use.
8. Click **Start** to begin scanning.

Defragmenting the Drive

You can improve the efficiency of the PC by defragmenting it regularly. Defragmenting moves the files closer together so that the hard disk drive space is used more effectively.

Your PC may not have defragmenting software installed or may use another type of defragmenter.

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to check.
5. Click **Properties**.
6. On the Tools tab, click the **Defragment Now** button.
7. Select the disk you want to defragment.
8. Click **Defragment** to begin.

Virus Protection

A PC virus can destroy information on the hard disk drive. You can get a virus from infected files accessed from:

- An e-mail message or attachment
- Files downloaded from the Internet
- A diskette (floppy disk)
- A CD or DVD disc

Some viruses affect your PC immediately, while others may activate only if you open a certain file or do not delete the file before a certain date.

Norton AntiVirus is available on your PC with pre-set options that make your PC safe. Your PC is scanned for viruses after you enable the Norton AntiVirus application.

You should take the following precautions to protect your PC:

- Do not open unsolicited e-mail from unknown sources.
- Download files only from sources you feel are safe.
- Always scan documents for viruses before opening.
- Make sure you have the latest version of Norton AntiVirus.

6

Using Application Recovery and System Recovery

Make recovery CDs for your PC now, before a need occurs. If the hard disk drive is ever damaged, or you have to replace it, you must use recovery CDs that you create to reinstall the operating system and software. Refer to "Using Compaq Recovery CD Creator" on page 6–7.

Before using the Compaq Presario System Recovery or Application Recovery programs, try using the System Restore.

Your PC does not include recovery CDs. Recovery CDs contain a complete image of the original Presario PC hard disk drive contents. To make your own recovery CDs, see "Using Compaq Recovery CD Creator" on page 6–7.

Using System Restore

⚠ **WARNING:** Try System Restore before using the Compaq System Recovery program.

If software on your hard disk drive accidentally gets erased or damaged, try the Microsoft *System Restore* feature in Windows XP to restore the PC system and program settings.

System Restore returns the PC settings to a selected restore point without affecting user programs or document files.

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Choose **All Programs**.
4. Choose **Accessories**.
5. Choose **System Tools**.
6. Click **System Restore**.
7. Follow the onscreen instructions.

Application Recovery

If an individual application or driver accidentally gets erased or damaged, you can reinstall the software (select drivers and programs only) using the Compaq Presario Application Recovery program.

Not all models include the Application Recovery program. Perform steps 1 through 4. If Compaq Application Recovery appears as an option, then your PC includes the program.

Do not use Application Recovery to reinstall software programs that came on CDs or DVDs included in the PC box. Reinstall these programs directly from the CDs or DVDs.

To start Application Recovery:

1. Close all applications and folders.
2. Click **Start** on the taskbar.
3. Choose **All Programs**.
4. Choose **Compaq**, and then choose **Compaq pc tools**.
5. Click **Compaq Application Recovery**. The recovery box appears.
6. Click **Application Installation** or **Driver Installation**, and then click **Next**.
7. Select the driver or application program to install, and then click **Install**.

8. Follow the onscreen instructions.
9. Repeat steps 6 through 8 to install other drivers or applications.
10. When you have finished recovering applications or drivers, close the Application Recovery program.
11. Click **Start** on the taskbar.
12. Click **Turn Off Computer**, and then click **Restart** to restart the PC.

CAUTION: Do not skip this last step! You must restart the PC when you finish recovering applications or drivers.

System Recovery

When other methods of repairing your system software (such as System Restore or Application Recovery) fail, you may want to use the Compaq Presario System Recovery program as a last resort to reinstall the software.

Using the System Recovery program, you can reinstall the original operating system and application software that was installed on your PC at the factory.

CAUTION: The Compaq Presario System Recovery program deletes any data or programs that you installed or created after purchase. Be sure to back up any data you want to save onto a removable disc. Refer to "Creating a Data CD" on page 3–13.

The System Recovery program uses a special recovery *partition* on the hard disk drive to store an image of the original software.

The system recovery image takes up part of the total hard disk drive space. The system recovery partition disk space is not available for your use.

In the unlikely event that you replace the hard disk drive or somehow damage the data in the special recovery partition on the hard disk drive, you must use recovery CDs to reinstall the operating system and software to the hard disk drive. See "System Recovery Using Recovery CDs" on page 6–8.

Make your own recovery CDs before you need them; see "Using Compaq Recovery CD Creator" on page 6–7.

To contact Compaq Support, see the *Warranty and Support Guide,* included in the PC documentation, for the Compaq Customer Care telephone number.

Starting System Recovery If the PC Is Responding

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**, and then click **Turn Off**.
3. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
4. Press the Power button to turn on the PC.
5. Click **Start** on the taskbar.
6. Choose **All Programs**.

7. Choose **Compaq**, and then click **Compaq pc tools**.
8. Click **Compaq System Recovery**.
9. Wait until the System Recovery box appears asking *Do you really want to start Compaq System Recovery?*
10. Click **Yes** to continue with the recovery process.
11. Follow the onscreen instructions. If you created recovery CDs (see "Using Compaq Recovery CD Creator" on page 6–7), then you may be directed to insert recovery CD #1.
12. Complete the PC startup, finish the registration process, and then reconnect all peripheral devices.

Starting System Recovery If the PC Is Not Responding

1. Press and hold the Power button until the PC turns off.
2. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
3. Press the Power button to turn on the PC.
4. During the startup, when the black screen with the Compaq logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)
5. Follow the onscreen instructions. Insert recovery CD #1, if directed.

6. Complete the PC startup, and finish the registration process. Then reconnect all peripheral devices.

Using Compaq Recovery CD Creator

Before you experience any problem, it is a good idea to make recovery CDs for your PC by using the Compaq Recovery CD Creator.

A recovery CD set is a complete image of the original Compaq Presario home PC hard disk drive contents and is matched to your PC model. The CDs are licensed for use only with your Compaq Presario home PC. The CD set contains the operating system, drivers, and application software that was originally factory-installed on your PC.

To use this program, your PC must have a CD-RW drive or other drive that can write to CDs. If necessary, purchase a Windows XP–compatible CD-RW drive from a PC or electronic store.

The program tells you the number of CDs needed to make a set for your PC. The process takes some time, including up to 30 minutes per CD to verify that the information is correct.

You can quit the process at any time. The next time you run the program, it begins where it left off.

If you quit the process when it is in the middle of creating a CD (before it has been completely written and verified), when you resume the Recovery CD Creator program it starts at the beginning of recreating the incomplete CD.

To create recovery CDs:

1. Close any open programs.

   To close programs, click ☒ in the upper-right corner of each window.

2. Click **Start** on the taskbar.
3. Choose **All Programs**.
4. Choose **Compaq**, and then click **Compaq pc tools**.
5. Click **Compaq Recovery CD Creator**.

   The creator box appears.

6. Follow the onscreen instructions. Label each CD disc as they finish.
7. Store the recovery CDs in a safe place for future use.

System Recovery Using Recovery CDs

The recovery CDs provide two recovery options:

- **Standard Recovery:** This is a non-destructive recovery for recovering factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing your PC. Some data files may be difficult to find after the system recovery, so it is best to back up all hard disk drive files before performing a system recovery.

- **Full System Recovery:** This recovery process completely erases and reformats the hard disk drive. It reinstalls the operating system, programs, and drivers from the recovery CDs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs provided in the PC accessory box and software programs you installed since your purchase.

If your PC has a blank or corrupted hard disk drive, you are only able to choose the full system recovery option.

To run the system recovery program:

1. If the PC works, back up all data files that you want to save onto removable media, such as CD-RW or diskette. Remove the backup CD or diskette from the PC.
2. Turn off the PC:
   - ❏ If the PC works, click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.

   Or

   - ❏ Press and hold the Power button approximately 5 seconds until the PC turns off.

3. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
4. Press the Power button to turn on the PC.
5. When the black screen with the Compaq logo appears, press the F1 key on the keyboard until *Entering Setup* appears. (You have only a few seconds to press the F1 key before the normal setup process continues.) Wait until the BIOS setup program opens.
6. Press the right arrow key to select *Boot*.
7. Press the down arrow key to select *Boot Device Priority*, and then press Enter on the keyboard.
8. Change the first boot device to CD-ROM by using one of these methods:

   ❏ Press the down arrow key to select the *CD-ROM* item. Press the + (plus) key to move the *CD-ROM* item up until it is the first item in the list.

   Or

   ❏ Press the down arrow key to highlight the *First Boot Device* selection. Press the + (plus) key until *CD-ROM* is the selection.
9. Press the Eject button on the top CD-ROM drive, and wait for the tray to open. Insert Recovery CD #1, and close the tray.
10. Press the F10 key to save the changes, and exit BIOS.
11. With *Yes* selected, press Enter.

12. The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.

    ❏ For standard recovery, press R, and then press R again. Click **Next** to proceed with the non-destructive system recovery. Click **Yes** to start the recovery. Insert the remaining CDs when directed.

    Or

    ❏ For full system recovery, press R, and then press F. Click **Yes** to perform a full system recovery. Insert the remaining CDs when directed.

    Or

    ❏ If your PC hard disk drive is blank or corrupted, press R to perform a full system recovery. Insert the remaining CDs when directed.

13. When the recovery program finishes, click **Restart** to restart the PC.
14. Before the PC restarts, the CD tray ejects. Remove the CD.
15. Return the BIOS to the original setting. During the startup when the black screen with the Compaq logo appears, press the F1 key on the keyboard until *Entering SETUP* appears. (You have only a few seconds to press the F1 key before the normal setup process continues.) Wait until the BIOS setup program opens.
16. Press the right arrow key to select *Boot*.
17. Press the down arrow key to select *Boot Device Priority*, and then press Enter on the keyboard.

18. Return the first boot device to the original setting using one of these methods:

    ❏ Press the down arrow or up arrow key to select the *CD-ROM* item. Press the – (minus) key to move the *CD-ROM* item down until it is the third item in the list.

    Or

    ❏ Press the down arrow key to highlight the *First Boot Device* selection. Press the + (plus) key until *Floppy* is the selection.

19. Press the F10 key to save the changes, and exit BIOS.
20. With *Yes* selected, press Enter.

    After the PC restarts, a series of startup screens appear. To proceed with the initial Microsoft Windows setup, you must answer a few onscreen questions.

21. Complete the registration process, and then reconnect all peripheral devices.
22. Reinstall any software you installed after you purchased the PC.
23. Copy data files you saved on the backup CD or diskette (floppy disk) to your hard disk drive.

7

Finding Help & Support

If you have a PC problem or question, check the following resources for answers:

- Review this chapter.
- Press the Internet Help **?** button on your keyboard to access the built-in Help and Support Center.
- Contact a Compaq Support Specialist at the telephone number listed in the *Warranty and Support Guide*.

Integrated Help Tool

Pressing the Help **?** button on your keyboard accesses the Help and Support Center, which provides:

- Answers to questions about your hardware or software.
- Help installing new peripherals or software applications.
- Resolutions to hardware or software problems.
- Access to the latest drivers, updates, and downloads.

Preparing to Ship the PC

If you have to ship the PC to Compaq for service:

- Back up the hard disk drive.
- Make sure the backup media are not exposed to electrical or magnetic impulses.
- Remove any diskette, CD, or DVD from the drive, and store it separately.
- Insert a blank diskette (floppy) into the disk drive.
- Turn off the PC and external devices.
- Disconnect all power cords from the electrical outlet and then from the PC and external devices.
- Pack the PC and external devices in their original packing boxes or in sufficient packing material to protect them.

Solving Minor Problems

For each situation in this troubleshooting section, the *Symptom* indicates the sign or warning message for the type of problem. The *Problem* identifies one or more reasons why the symptom may have occurred. The *Solution* describes what you should do to try to solve the problem.

Some of the symptoms listed for certain troubleshooting problems will not apply to your PC. For problems relating specifically to the monitor or printer, refer to the equipment documentation.

Audio

Symptom	Problem	Solution
No sound.	Volume is muted.	1. Click **Start**, and then click **Control Panel**. 2. Click **Sounds, Speech, and Audio Devices**, if present, and then double-click **Sounds and Audio Devices**. 3. Click the **Mute** check box to remove the check mark from the box.
	Speakers are turned off.	If your speakers have a power button, check whether they are turned on (select models only).
	Speaker cables are not properly connected.	Turn off your PC using the normal "Turning Off the PC" procedure, and reconnect the speakers.
	PC is in standby mode.	Press the Power button to resume from standby mode.
	Using a passive speaker system.	Your PC only supports powered speakers.

CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R Drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive cannot read a disc or takes too long to start.	CD is upside down.	Reinsert the CD with the label facing up.
	DVD-ROM drive takes longer to start because it has to determine media type being played.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media. If it still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean the CD or DVD with a CD cleaning kit, available from most PC stores.

CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R Drive *(Continued)*

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive cannot read a disc or takes too long to start. *(Continued)*	Windows does not detect CD-ROM or DVD-ROM driver.	1. Click **Start**, and then click **Control Panel**. 2. Click **Performance and Maintenance**, if present, and then double-click **System**. 3. Click the **Hardware** tab, and then click the **Device Manager** button. 4. Click the plus sign **+** next to the DVD/CD-ROM drives, and select the drive you are having a problem with. 5. Click the **Action** menu item, and select **Uninstall**. 6. Restart your PC.
Recording audio CDs is difficult or impossible.	Wrong disc type or poor quality disc.	Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc.

Diskette (Floppy) Drive

Symptom	Problem	Solution
Unable to read the diskette (floppy disk).	A non-formatted diskette has been inserted.	To format the diskette: 1. Click **Start**, and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette is damaged.	Use new diskette.
Invalid system disk message is displayed.	A diskette has been left in the drive.	When drive activity stops, remove the diskette and press the spacebar. The PC should start up.
	Diskette error has occurred.	Restart your PC by pressing the Power button.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette, and reinsert it: Insert the edge with the sliding cover into the drive, face up, and push the diskette in until it stops.
	Diskette drive is damaged.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot save information to the diskette.	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce the size.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	File Save command was not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the diskette.
	Diskette is not formatted.	To format the diskette: 1. Click **Start**, and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start**.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette is not formatted.	To format the diskette: 1. Click **Start**, and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette drive has failed.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.
Drive not found.	Internal cable is loose.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.

Display (Monitor)

Symptom	Problem	Solution
✎ If you encounter display problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.		
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is not turned on.	Press the Power button on the front of the monitor.

Display (Monitor) *(Continued)*

Symptom	Problem	Solution
Screen is blank.	Monitor connector cable is not properly connected to the back of the PC.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the PC.
	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	PC is in standby mode.	Press the Power button to resume from standby mode.

Hard Disk Drive

Symptom	Problem	Solution
PC seems to be locked up.	Program in use has stopped responding to commands.	Use the Windows Task Manager to close any programs not responding: 1. Press the Crtl, Alt, and Del keys at the same time. 2. Select the program that is not responding, and click **End Task**. *Or* Attempt the normal Windows "Turn Off PC" procedure. If this fails, press the Power button for 4 or more seconds to turn off the power. To restart your PC, press the Power button again.
Hard disk drive error message is displayed.	Part of hard disk drive has failed or is about to fail.	Press the Help **?** button on the keyboard to access the Help and Support Center, or refer to the *Warranty and Support Guide* for details.

Hardware Installation

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device driver is not installed.	Install the device driver from the CD or diskette provided with the device, or download and install the driver from the device manufacturer's Web site. You may need an updated driver for Windows XP. Contact the device vendor directly for an update.
	Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that the pins in the connector are not bent down.
	Cable(s) of new external device are loose, or power cables are unplugged.	Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent down.

Hardware Installation *(Continued)*

Symptom	Problem	Solution
A new device is not recognized as part of the system. *(Continued)*	Power switch of new device is not turned on.	Turn off the PC, turn on the external device, and then turn on the PC to integrate the device with the PC system.
	When the system advised you of changes to the configuration, you did not accept them.	Restart the PC, and follow the instructions for accepting the changes.
	A Plug and Play card may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the operating system for the card, and choose a basic configuration that doesn't cause a resource conflict. You can also use PC Setup to reconfigure or disable devices to resolve the resource conflict.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections: Note that your PC may also have a network interface adapter (also called a network interface card, or *NIC*) that connects to a LAN (local area network). Although it looks similar to the modem connector, the RJ-45 network connector is not the same. Verify that you are using the modem connector. Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone line; doing so may damage the NIC.
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

Internet Access *(Continued)*

Symptom	Problem	Solution
Cannot automatically start Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP, and start the desired program.

Internet Access *(Continued)*

Symptom	Problem	Solution
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start**, and then click **Control Panel**. 2. Click **Printers and Other Hardware**, if present. 3. Double-click **Phone and Modem Options**. 4. Select the **Modems** tab, and then click the **Properties** button. 5. In the Device Status area, verify the modem is working properly. 6. In the Device Status area, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the onscreen instructions.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the PC.	Keyboard connector is not properly connected.	1. Click the **Start** button. 2. Click **Turn Off Computer**. 3. Select **Turn Off**. 4. After the shutdown is complete, reconnect the keyboard to the back of your PC and restart your PC.
	Program in use has stopped responding to commands.	Shut down your PC using the mouse.
	Keyboard is damaged.	Refer to the *Warranty and Support Guide* for details.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.
Wireless keyboard does not work after installation or is not detected.	Keyboard batteries are low or empty.	Replace the two AA alkaline batteries in the wireless keyboard by following the instructions provided with the keyboard.
Wireless keyboard works intermittently or not at all.	There is an ID conflict with another wireless device.	Change the ID channel by pressing the connect button on the wireless keyboard.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the PC.	Shut down your PC using the keyboard: 1. Press the Ctrl and Esc keys at the same time to display the Start menu. 2. Use the up or down arrow key to select **Turn Off Computer**, and then press the Enter key. 3. Use the up or down arrow key to select the **Turn Off** option, and then press the Enter key. 4. After the shutdown is complete, plug the mouse connector into the back of your PC and restart your PC.
	Program in use has stopped responding to commands.	Shut down your PC using the keyboard.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Mouse moves only vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit (available from most PC stores).
	Mouse needs repair.	See the *Warranty and Support Guide* for details.

Optical Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging and then reconnecting the mouse cable to your PC. The mouse cable goes into the PC's PS/2 port.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

Wireless Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse batteries are low or empty.	Replace the two AA alkaline batteries in the mouse by following the instructions provided with the mouse.
Mouse works intermittently or not at all.	There is an ID conflict with another wireless device.	Change the ID channel by pressing the connect button on the wireless mouse.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

Memory

Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the PC is being used by open programs, and memory is needed for a desired task.	Close all open programs, and then try desired task again. *Or* Restart your PC: 1. Click the **Start** button. 2. Click **Turn Off Computer**. 3. Select **Restart**.

Power

Symptom	Problem	Solution
PC will not turn on and/or start.	PC is not securely connected to an external power source.	Ensure that cables connecting the PC to the external power source are plugged in properly.
	Line voltage selection switch is not in the proper position for your country/region (115V/230V).	Set the line voltage selection switch to the correct setting for your country/region, or call Compaq Technical Support for assistance. Refer to the *Warranty and Support Guide* for details.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
	System files may have been damaged.	Restore the system. See "Virus Protection" on page 5–7, or refer to the *Warranty and Support Guide*.

Power *(Continued)*

Symptom	Problem	Solution
PC will not turn on and/or start. *(Continued)*	Wrong memory modules were used in the upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your PC to its original state. Refer to "Upgrading or Replacing Memory" on page 8–17 for instructions.
	Hard disk drive is damaged.	Refer to the *Warranty and Support Guide* for details.
	Drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables. See Chapter 8, "Upgrading the PC" for instructions.
PC appears locked up and won't turn off when the power button is pressed.	Software control of the power switch is not functional.	Press and hold the Power button for at least 4 seconds until the PC turns off.

Power *(Continued)*

Symptom	Problem	Solution
PC powered off automatically.	The unit temperature was exceeded. The fan may be blocked.	1. Unit is in an exceedingly hot environment. Let it cool down. 2. Ensure PC air vents are not blocked and internal fan is running.
	The unit temperature was exceeded because the PC was functioning with the cover or access panel removed.	Replace cover or access panel, and let the PC cool down before attempting to turn on power to the PC.
	Processor or system fan has failed.	Refer to the *Warranty and Support Guide* for details.

Miscellaneous

Symptom	Problem	Solution
PC date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system. If the problem persists, replace the RTC battery. Refer to the *Warranty and Support Guide* for details.
Printer has problems.	Printer will not print.	If you encounter printer problems, refer to the documentation that came with your printer.

8

Upgrading the PC

This chapter describes procedures for accessing the internal parts of the PC and installing components.

The procedures for the S and 8000 series models are the same except where noted.

Preparing the PC

Before you upgrade any component in your PC, you need to prepare the PC so that you can safely handle it and the components.

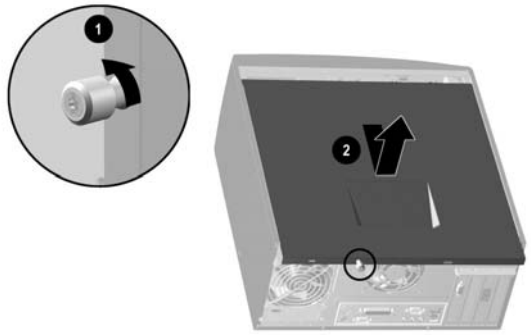
CAUTION: Static electricity can damage the electronic components of the PC or optional equipment. Ensure that you are discharged of static electricity by briefly touching a grounded metal object.

1. Remove any diskette or optical disc (CD or DVD) from the PC.
2. Click the **Start** button, and then click **Turn Off Computer**. Click **Turn Off** to turn the PC off.
3. Disconnect the modem/phone cable, if present.
4. Disconnect the power cord from the electrical outlet ❶ and then from the PC ❷.

Disconnecting the Power Cord

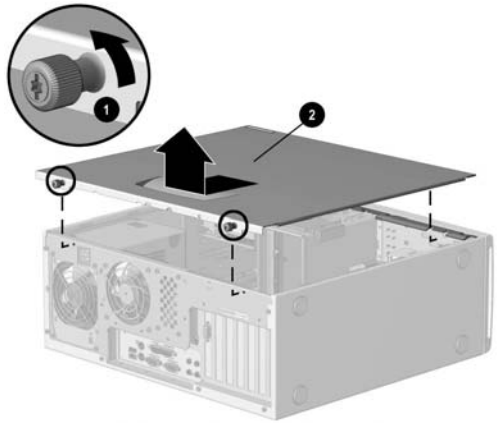
WARNING: To reduce the risk of personal injury from electrical shock and/or hot surfaces, disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

5. Disconnect all external devices connected to the PC.
6. Lay the PC on its side with the access panel (the side with the pull grip) facing up.
7. Remove the access panel by loosening the screw(s) ❶ that secures the access panel to the PC chassis. Slide the access panel back ❷ about 1 inch (2.5 cm), and then lift it up and off the unit.



Removing the PC access panel on the S series model

WARNING: Beware of sharp edges inside the chassis.



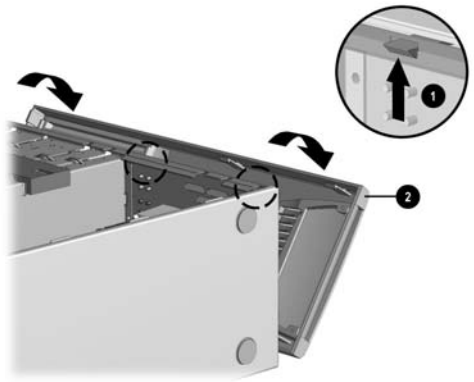
Removing the PC access panel on the 8000 series

8. Remove the front bezel by following the appropriate method for your PC model.

❑ To remove the front bezel from the S series model, gently pry the top section ❶ of the bezel away from the chassis. On the inside of the front bezel, press the center two tabs (not the bottom tabs) to release the bezel, and then pull it from the chassis ❷.

Removing the front bezel from the S series

❏ To remove the front bezel from the 8000 series, push up on the two release tabs ❶, and then rotate the front bezel away from the chassis to release it ❷.



Removing the front bezel from the 8000 series

Removing or Upgrading a Drive

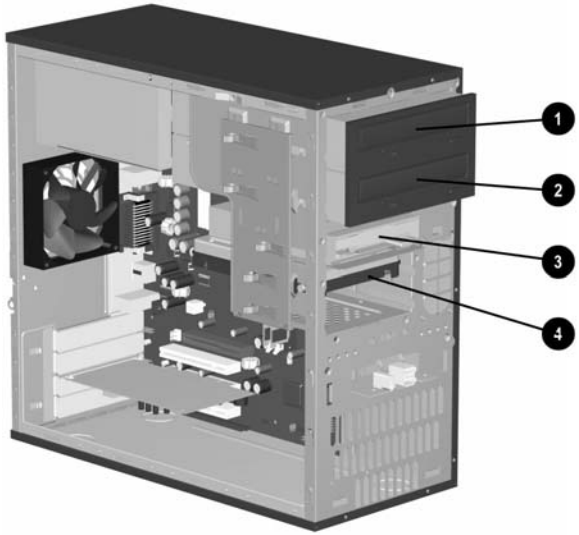
Depending on your PC configuration, you may have up to four of the following storage drives in your PC.

- CD-ROM or CD-RW drive
- DVD-ROM or DVD+RW/+R drive
- Hard disk drive
- Diskette drive

You need a Torx or flathead screwdriver to replace any of the drives.

CAUTION: Back up your personal files on the hard disk drive to an external storage device, such as a CD, before removing the hard disk drive. Failure to do so will result in data loss. After replacing the hard disk drive, you need to run System Recovery CDs to load the Compaq factory installed files. See "Virus Protection" on page 5–7 for details.

Locating Drive Positions

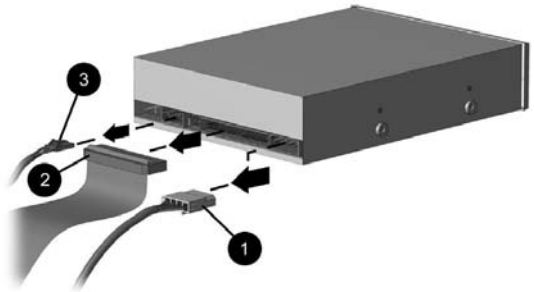


Drive positions on the S/8000 series (S shown)

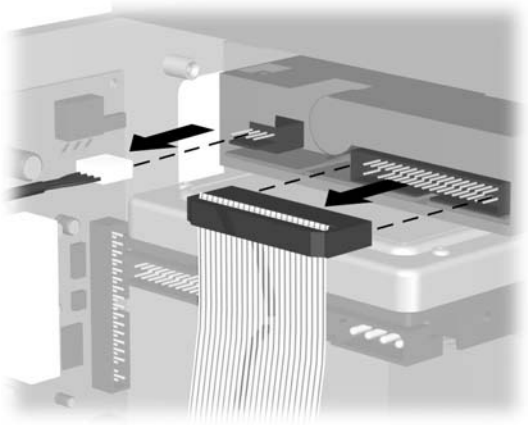
❶	Optical drive (may be a CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive)
❷	Second optical drive (may be a DVD-ROM, DVD+RW/+R, CD-ROM, or CD-RW drive)
❸	Diskette drive
❹	Hard disk drive

Removing a Drive

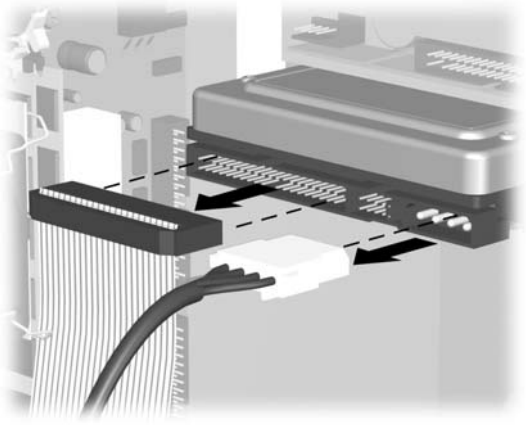
1. Locate the drive you want to remove.
2. Complete the procedure described in "Preparing the PC" on page 8–2.
3. Disconnect the power cable ❶ and data cable ❷ from the back of the drive you want to remove, as indicated in the following illustrations. Use a gentle rocking motion. Some units may have a sound cable. If so, disconnect the sound cable ❸.



Disconnecting the optical drive cables



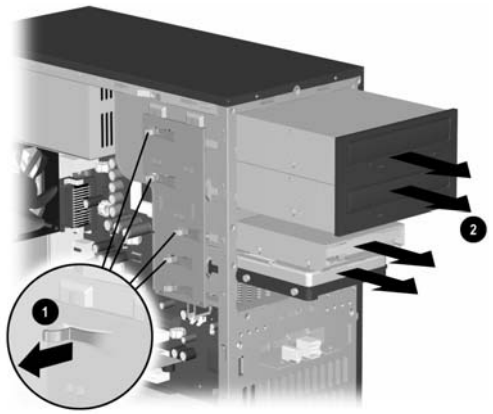
Disconnecting the diskette (floppy) drive cables



Disconnecting the hard disk drive cables

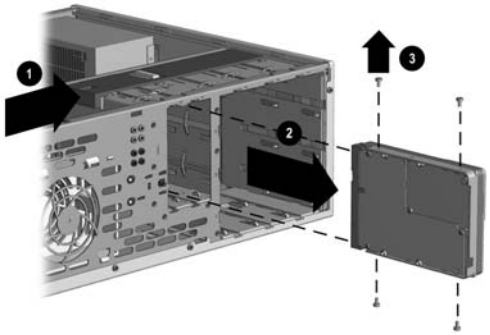
4. Release the drive from the chassis by following the method appropriate for your PC model.

   ❏ To release a drive from the chassis of the S series, lift the release tab ❶ on the latch drive bracket of the drive you want to remove, and then slide the drive from its drive bay ❷. (The latch drive bracket secures the drives in their respective positions in the chassis.)



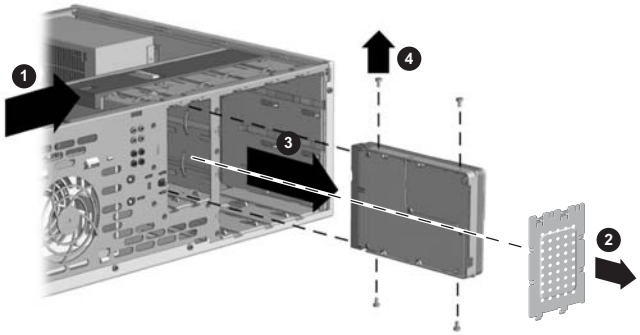
Removing a drive from the S series

❏ To release an optical drive or floppy drive from the chassis of the 8000 series, slide the drive lock mechanism ❶ to unlock the drive in the drive bay and pull the drive out of the drive bay ❷.



Removing an optical or floppy drive from the 8000 series

❏ To release a hard disk drive from the chassis of the 8000 series, slide the drive lock mechanism ❶ to unlock the drive in the drive bay, remove the metal drive shield ❷ by pressing and lifting the two tabs on one side of the shield, and then pull the drive out of the drive bay ❸.

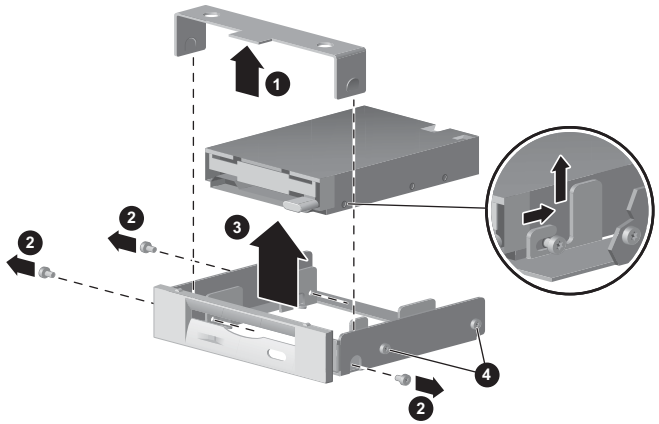


Removing a hard disk drive from the 8000 series

5. For both the S and 8000 series, if you are replacing the old drive with a new drive, remove the four screws ❹ (two on each side) from the old drive. You need these screws to install the new drive.

If you have the S series, you are finished with the task of removing a drive from the chassis. If you have the 8000 series and you removed either a hard disk drive or an optical drive, you are also finished with this task. If you have the 8000 series and you removed a diskette drive, continue to step 6.

6. For an 8000 series diskette drive, squeeze inward on both sides of the bracket brace and lift the brace up and out ❶. Remove the two sets of screws ❷ (left and right sides) that secure the drive to the drive adapter. Lift the diskette drive out of the drive adapter ❸ by sliding the drive back and then up. Ensure that the guide screws ❹ (left and right sides) are left in the drive adapter.



Removing a floppy drive from the drive adapter on the 8000 series

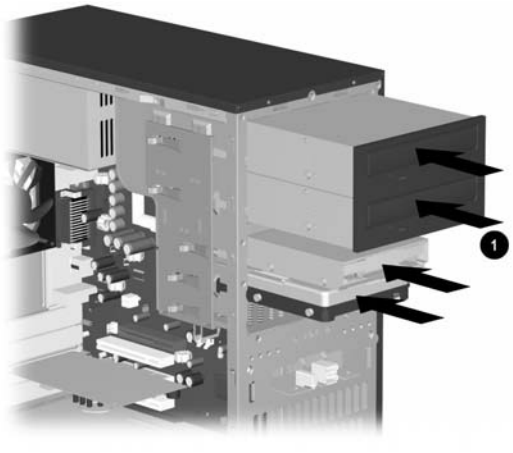
Replacing or Adding a Drive

The steps to replace or add a drive are the same for both the S and 8000 series, except when you are replacing a diskette drive on the 8000 series. If you are replacing a diskette drive on the 8000 series, before starting step 1 in the following instructions, you need to fit the diskette drive in a diskette drive adapter as described in "Reassembling the Diskette Adapter" on page 8–16.

If you are replacing or adding any drive other than a diskette drive on the 8000 series, begin with step 1 in the following instructions.

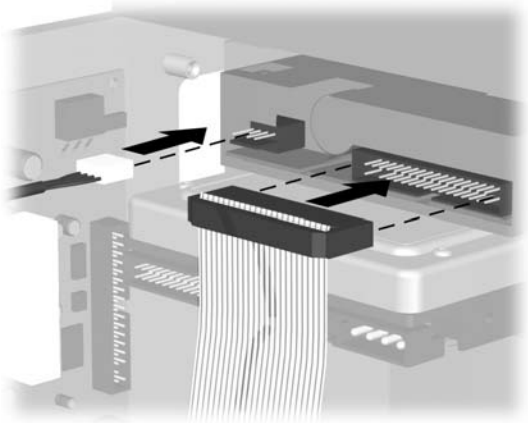
To Replace or Add a Drive

1. Install four guide screws on the sides of the drive (two on each side). The screws help guide the drive into its proper position in the bay.
   - ❏ When replacing a drive on either the S and 8000 series, place the screws that you removed from the old drive in the new drive.
   - ❏ When adding a second hard disk drive on the 8000 series, use the four extra guide screws that are attached to the chassis under the front bezel.
2. Slide the drive into the drive bay ❶, making sure to align the guide screws with the guide slots, until it snaps into place.

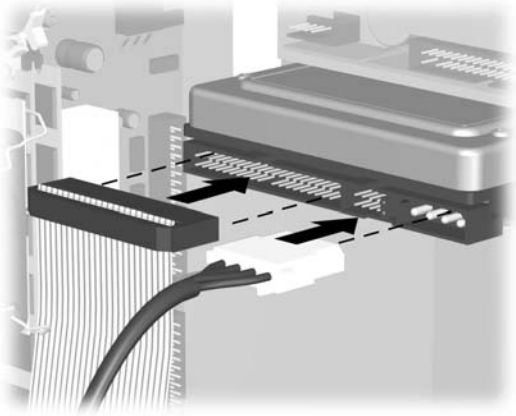


Sliding the drive into the drive bay on the S/8000 (S shown)

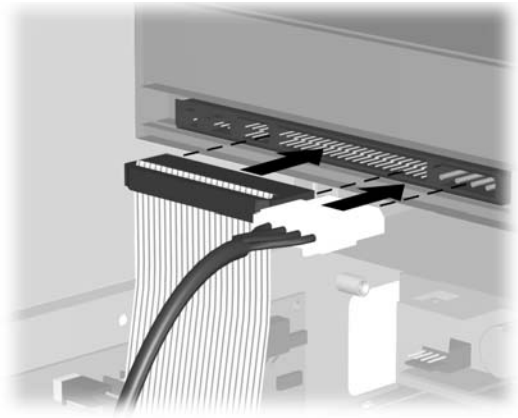
3. Reconnect the power and data cables to your drive as indicated in the following illustrations.



Reconnecting the diskette drive cables



Reconnecting the hard disk drive cables



Reconnecting the optical drive cables

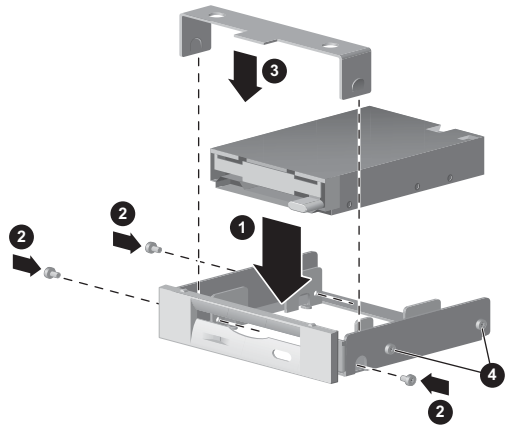
An optical drive for the 8000 series may include a sound cable. Connect this cable also.

4. Complete the procedure described in "Reassembling the PC" on page 8–26.
5. Turn on the PC.
6. If you replaced the hard disk drive, restore the system, software drivers, and any software applications that were preinstalled on the PC from Compaq. See "System Recovery Using Recovery CDs" on page 6–8 for details. When the recovery process is completed, reinstall the personal files that you backed up before replacing your hard disk drive.

Reassembling the Diskette Adapter

To replace or add a new diskette drive on the 8000 series, you need to reassemble the adapter around the diskette drive. (The S series does not need an adapter.)

1. Lower the diskette drive into the adapter ❶. Ensure that the holes are aligned, and reinstall the screws ❷ that secure the diskette drive to the adapter.
2. Press inward on each side of the bracket brace ❸, and lower the bracket until it snaps into place over the diskette drive. Ensure that the guide screws ❹ are installed in the adapter.
3. Return to "Replacing or Adding a Drive" on page 8–12, and begin with step 1.



Replacing the diskette drive adapter on the 8000 series

Upgrading or Replacing Memory

Your PC comes with random access memory (RAM), which temporarily stores data and instructions on your PC. You can install memory expansion modules in the memory expansion slots in the PC. The procedures for upgrading or replacing these modules are the same for the S and 8000 series.

Removing a Memory Module

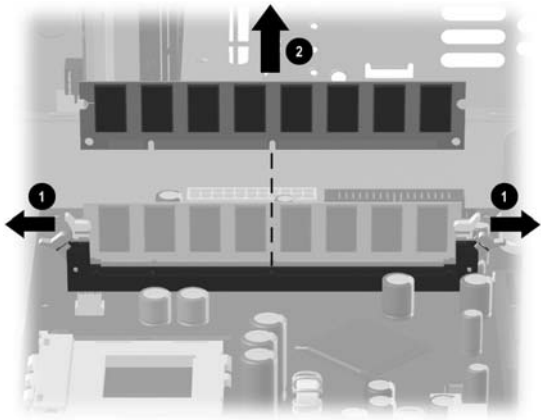
CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

1. Complete the procedure described in "Preparing the PC" on page 8–2, but do not remove the front bezel.
2. Locate the memory module inside your PC. See the following illustration for the location of the memory modules ❶, memory slots ❷, and release latches ❸ on the system board.

Locating the memory module

The location and number of memory modules may vary slightly by model.

3. Open both latches of the memory module socket ❶ found at each end of the memory module. Lift the memory module ❷ from the memory slot.



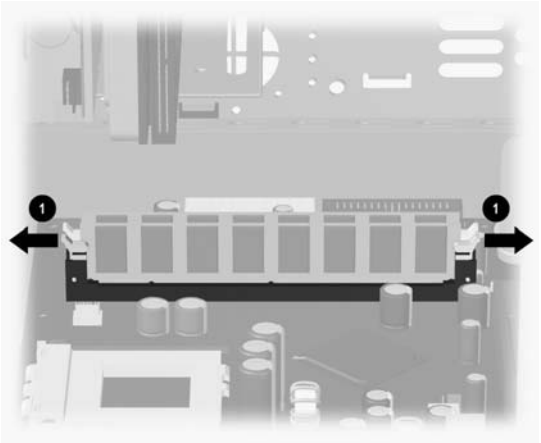
Removing a memory module

Replacing or Adding a Memory Module

Upgrade the memory in your PC with memory of the same type and speed as the memory originally installed in your PC.

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

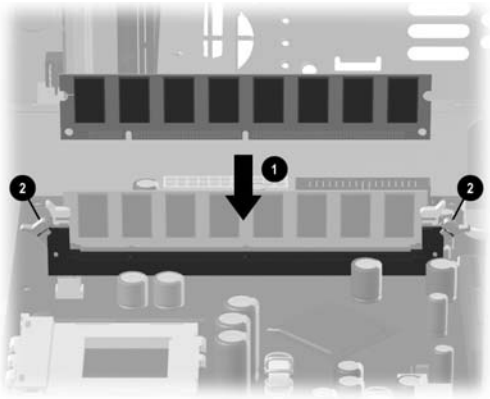
1. Open both latches of the memory module socket ❶.



Opening the latches on the memory module socket

- ❏ If you are *replacing* a memory module, put the new memory module in the same memory slot from which the old memory was removed.
- ❏ If you are *adding* a memory module, install the new module into the socket nearest the preinstalled module, and install additional modules in the next available sockets.

2. The memory module can be installed in only one way. Match the notch on the module ❶ with the tab on the memory socket. Push the module carefully and firmly into the slot, ensuring that the latches ❷ on both ends snap into place.



Installing a memory module

3. Complete the procedure described in "Reassembling the PC" on page 8–26 of this guide.

If a blank screen is displayed after replacing or adding a memory module, the memory is installed incorrectly or it is the wrong type of memory. Remove and reinstall the memory module.

Removing or Installing an Expansion Card

An expansion card is a circuit board that fits into a PC expansion slot. Your PC contains several expansion slots that can be used to add components to your PC. Component configurations vary by model.

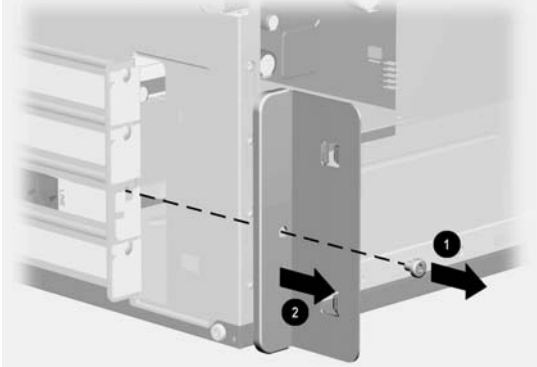
Expansion cards you can replace or add to your PC include:

- Modem
- Network Interface Card (NIC)
- Graphics Card
- Sound Card
- FireWire® Auxiliary Card

A Phillips screwdriver is needed to remove, replace, or add an expansion card.

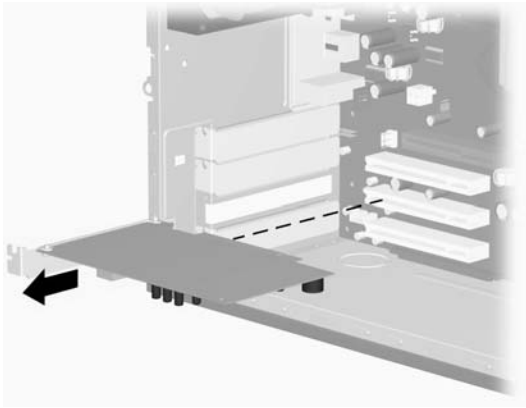
To Remove an Expansion Card

1. Complete the procedure described in "Preparing the PC" on page 8–2, but do not remove the front bezel.
   - ❏ To remove an expansion card from the S series, continue to step 2.
   - ❏ To remove an expansion card from the 8000 series, skip to step 3.
2. On the S series, on the rear of the PC, remove the expansion bracket covering the expansion slots by removing the screw from the bracket cover ❶, and then remove the expansion bracket cover ❷.



Removing the screw and expansion bracket cover on the S series

3. Inside the PC on either the S or 8000 series, locate the expansion slots on the system board.
   - ❑ If you have the 8000 series, continue to step 4.
   - ❑ If you have the S series, skip to step 5.
4. On the 8000 series, remove the screw that secures the expansion card to the chassis.
5. Remove the expansion card from either an S or 8000 series by holding the card at each end and carefully rocking it back and forth until the connectors pull free from the socket. Be sure not to scrape the card against the other components.

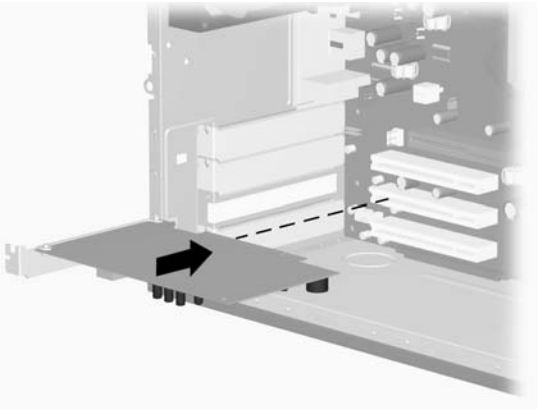


Removing an expansion card on the S/8000 (S shown)

6. If you are not replacing the old expansion card with a new expansion card, reinstall the expansion slot cover to close the open slot. Insert the metal slot cover into the opened slot, and screw a screw into the top of the cover to secure it in place.

To Install an Expansion Card

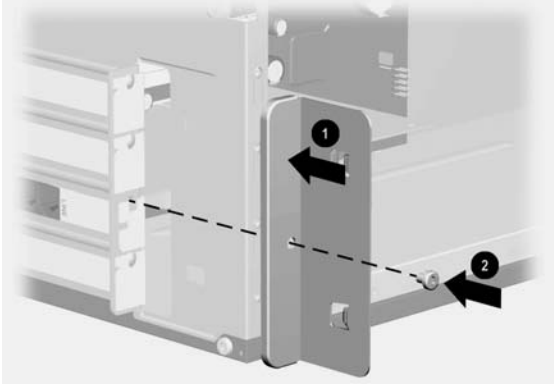
1. If you are replacing or adding a new expansion card, either the S or 8000 series, align the edge of the expansion card with the slot on the chassis and gently but firmly press the card straight down into the expansion slot. The whole connector should be seated properly in the expansion slot.



Replacing or adding an expansion card on the S/8000 (S shown)

- ❏ If you have an 8000 series, continue to step 2.
- ❏ If you have an S series, skip to step 3.

2. For the 8000 series, secure the expansion card to the chassis with the slot cover screw.
3. For both the S and 8000 series, if you have replaced an expansion card, store the old card in the anti-static packaging that contained your new card.
   - ❏ If you have an S series, continue to step 4.
   - ❏ If you have an 8000 series, skip to step 5.
4. For the S series, replace the expansion cover bracket ❶ and screw ❷.



Replacing the expansion bracket cover on the S series

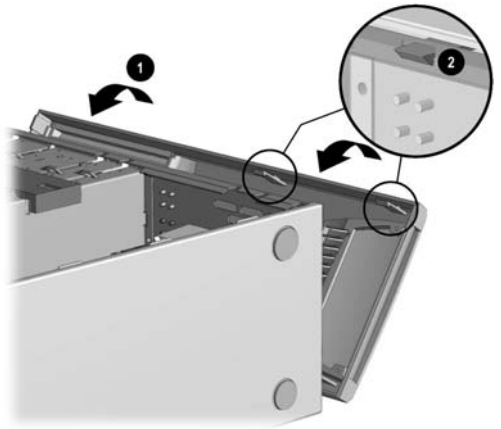
5. For both the S and 8000 series, complete the procedure described in "Reassembling the PC" on page 8–26.

Reassembling the PC

1. Replace the front bezel by following the method appropriate for your PC model.
   - ❏ To replace the front bezel on the S series, position the chassis in the upright position. At an angle, align the top of the front bezel with the top slots of the chassis ❶ so that the front bezel hooks onto the chassis, and then press the bottom end of the bezel to the chassis until it snaps into place ❷.

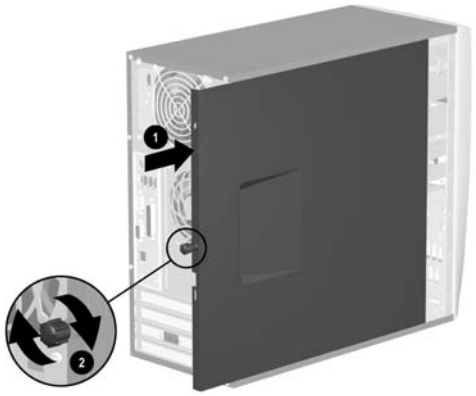
Replacing the front bezel on the S series

❏ To replace the front bezel on the 8000 series, lay the chassis on the side with the open side up. Place the front bezel in the correct position. Ensure the slots ❷ are aligned correctly, and rotate the bezel toward the chassis ❶ until it snaps into place.

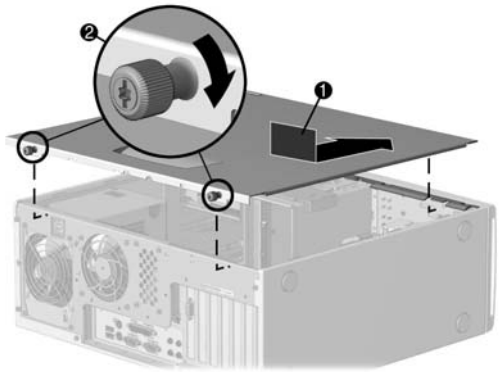


Replacing the front bezel on the 8000 series

2. For either the S or 8000 series, place the side access panel in the proper position on the chassis and slide it into place ❶. Ensure that the hole for the thumbscrew(s) aligns with the hole in the chassis ❷, and replace the thumbscrew(s).



Replacing the side access panel on the S series



Replacing the side access panel on the 8000 series

3. Reconnect the power cable ❶ to the PC, and plug the cable into an electrical outlet ❷.

Reconnecting the power cable on the S/8000 (S shown)

4. Reconnect the modem/phone cable, if present.
5. Reconnect all peripheral devices to the PC.

> ⚠ **WARNING:** To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications or telephone connectors into the network interface card (NIC) (sometimes labeled as an Ethernet connector).

6. Turn on the PC by pressing the Power button.

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